

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### **Golis Machine, Inc.**

Northeastern Pennsylvania Industrial Resource Center

#### **ISO Certification Takes Golis Machine, Inc. to the Next Level**

##### **Client Profile:**

Golis Machine, Inc., located in Montrose, Pennsylvania is a precision house, production job shop that specializes in turned and milling machined parts made from high temperature alloys and stainless steel. Since 1971, the company has been producing quality precision parts for various companies within the defense, medical, electronic and aerospace industries. Golis Machine employs 18 people.

##### **Situation:**

As a small machine shop facing a high level of competition, Golis Machine was looking at becoming ISO 9001:2000 certified in order to improve its competitive position in the marketplace. The company realized that they had a great deal of work to do in terms of job standardization within their facility. Golis Machine turned to the Northeastern Pennsylvania Industrial Resource Center (NEPIRC), a NIST MEP network affiliate, for assistance in their continuous improvement efforts.

##### **Solution:**

NEPIRC provided the required consulting assistance for Golis Machine and then started the processes required to develop and implement a quality management system (QMS) under the ISO 9001:2000 standard. NEPIRC conducted a review of the company's current QMS documents. These documents were rewritten and updated along with the associated procedures, forms and work instructions. Golis employees and management were provided with orientation to the ISO 9001:2000 standard, along with a review and discussions of quality objectives and management review procedures. In addition, NEPIRC conducted an Internal Auditor training program for selected company personnel. These new internal auditors, in cooperation with NEPIRC and a Registrar Accreditation Board certified QMS auditor, then conducted a pre-assessment audit on their newly developed ISO QMS system. As a result of this QMS implementation, Golis Machine was now in a position to undergo an ISO 9001:2000 certification audit by a Registrar. NEPIRC's allowed the company to achieve work standardization of its manufacturing process which ultimately led to increased efficiency, customer satisfaction, and employee productivity and knowledge. Golis Machine was able to attain compliance with the ISO 9001:2000 QMS standards, in turn, allowing them to improve their competitive position in the marketplace.

##### **Results:**

- \* Achieved ISO 9001:2000 certification.
- \* Increased bookings by 17 percent.
- \* Increased sales by 30 percent.
- \* Gained 6 new customers.
- \* Achieved a more competitive and profitable position.

## MANUFACTURING EXTENSION PARTNERSHIP

### Success Stories from the Field

**Testimonial:**

"In March of 2008 we received our long awaited ISO certification. Since that quarter, we have noticed a 17 percent increase in our bookings for the 2nd quarter as compared to the 2nd quarter of 2007. Also, our sales for the 2nd quarter of 2008 were 30 percent higher than the prior year."

Mr. William Franssen, Plant Manager